



July 22, 2016

RE: CC Docket No. 02-6  
FCC Form 471 No. 161058808  
FCC Form 471 No. 161060228

To Whom It May Concern:

I respectfully request a waiver of the filing deadline for the above-mentioned FCC Forms 471 for the 2016 funding year for my organization (BEN 102153; FCC Registration Number 0021614748). The FCC Forms 471, numbered 161058808 and 161060228, were submitted on July 21, 2016, well after the published filing deadline. The following is a list of problems that occurred during the filing process, thereby causing a delay that was beyond my control:

- Required information was missing from my entity record preventing successful calculation of eligible discounts. I was unable to edit my entity record in order to add this information. This resulted in a lengthy delay. USAC had to escalate and chose to manually update my record with the necessary information so that I could proceed.
- My chosen Service Provider was not adequately migrated from USAC's old system over to the new one. As a result, I was unable to select the Service Provider while attempting to complete the Form 471. (Reference USAC Case Number 101090)
- There were several minor delays in the process due to the confusing and non-intuitive layout of the USAC website and the implementation of the forms submission process. As a result, I made many calls to USAC for assistance throughout the process. (Reference USAC Case Numbers 96043, 96163, 101018, 101183, 103329) This need for such a high level of support combined with the USAC's service hours, which favor east coast time zones, caused numerous small delays as I would often have to wait until the next business day in order to obtain support.

Thank you in advance for considering my request for waiver, and funding. If you have any questions or need any additional information, please contact my office at (626) 574-8229 x247.

In Christ's Service,

C. Brian Mathess  
Business Manager